

Adult Protective Services

Mandates and Service Provision

Adult Protective Services (APS) is mandated to receive and evaluate reported incidents of abuse, neglect or exploitation of incapacitated or vulnerable adults age 18 years and older, and to offer available and appropriate services to assist in accordance with individual needs and acceptance. The adult may reside independently or in an institution or facility. The abuse or neglect may be self-inflicted or inflicted by another person. In developing solutions for abused, neglected or exploited adults, APS strives to find assistance that allows the adult to remain in the least restrictive setting, in his/her own residence if possible, and to maintain the highest degree of self-sufficiency. APS has the authority to file for guardianship and conservatorship for individuals who lack capacity to make or communicate informed decisions. Data detailing APS activity and demographics for SFY 2001 are taken from APS client files.

APS is a statewide program with 31 offices throughout the state (excluding Native American reservations). APS employs approximately 138 staff, 68 of whom are Human Services Specialists who conduct investigations. Included in this number is the Central Intake Unit, which has been in operation since April 1999. The Central Intake Unit (CIU) has provided the public with the ability to report incidents of abuse, neglect or exploitation of incapacitated or vulnerable adults 24 hours a day, 7 days a week. The majority of after-hour reports are received from law enforcement and other emergency personnel. APS continues to respond to reports from 8:00 AM to 5:00 PM, Monday through Friday, excluding holidays. The CIU also has the ability to translate 144 languages from referral sources utilizing their Language Line.

Inquiries

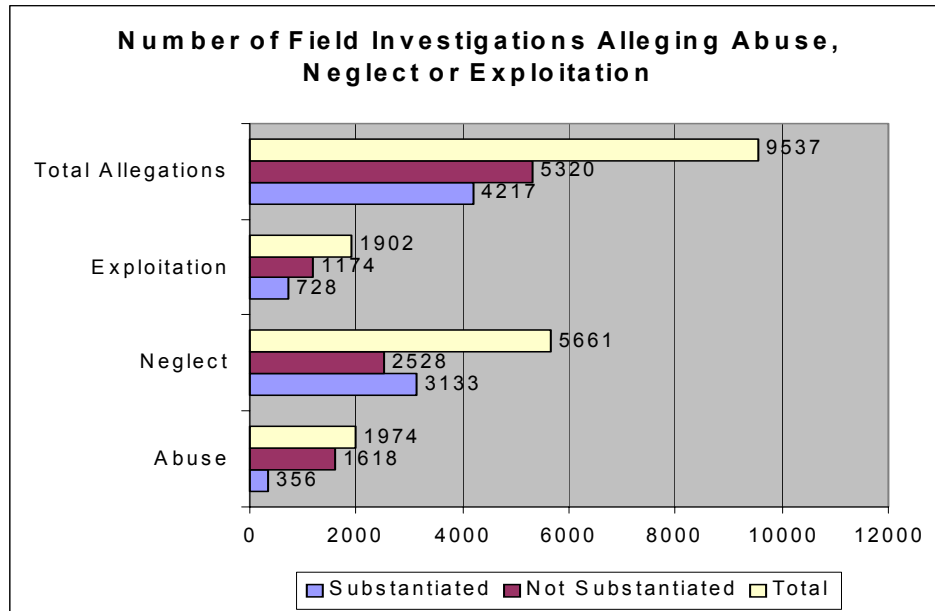
In SFY 2001, APS received 13,047 inquiries. Of the inquiries, 10,243 resulted in reports of abuse, neglect and exploitation of vulnerable or incapacitated adults, and 2,810 resulted in the provision of information and referral to other agencies. Of the reports, 8,312 resulted in field investigations and 1,931 resulted in assessment without field investigations.

Allegations and Investigations

Due to the prevalence of multiple allegations within a single investigation, there were 9,537 allegations of abuse, neglect and/or exploitation within the 8,312 investigations during SFY 2001. Abuse was alleged 1,974 times and

substantiated 356 times (18%); neglect was alleged 5,661 times and substantiated 3,133 times (55%); and exploitation was alleged 1,902 times and substantiated 728 times (38%).

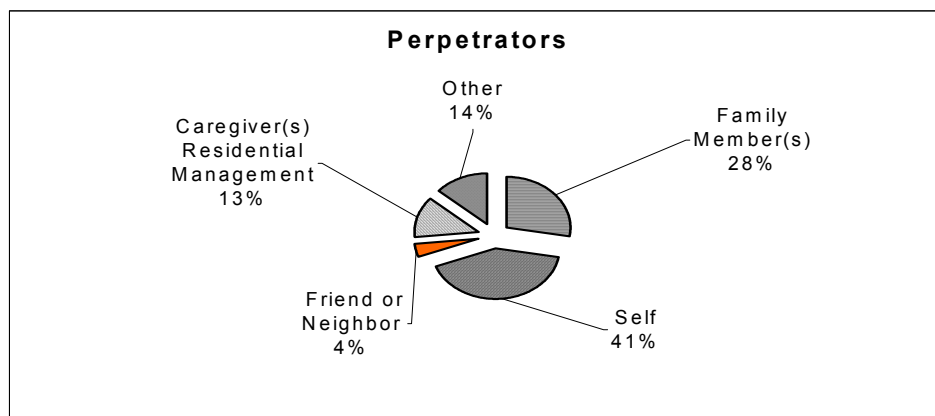
Chart 1 – Number of Field Investigations Alleging Abuse, Neglect or Exploitation



Perpetrators

A perpetrator is a person alleged to have neglected, abused or exploited an incapacitated or vulnerable adult. Self-neglect (client unable or unwilling to care for him/herself) was alleged in 41% of the cases reported to APS. Family members are the second highest category of perpetrators in APS investigations at 28%, followed by others (telemarketing, home repair scams or mail fraud) at 14% and caregiver(s) or residential management at 13%. Friend or neighbor at 4%.

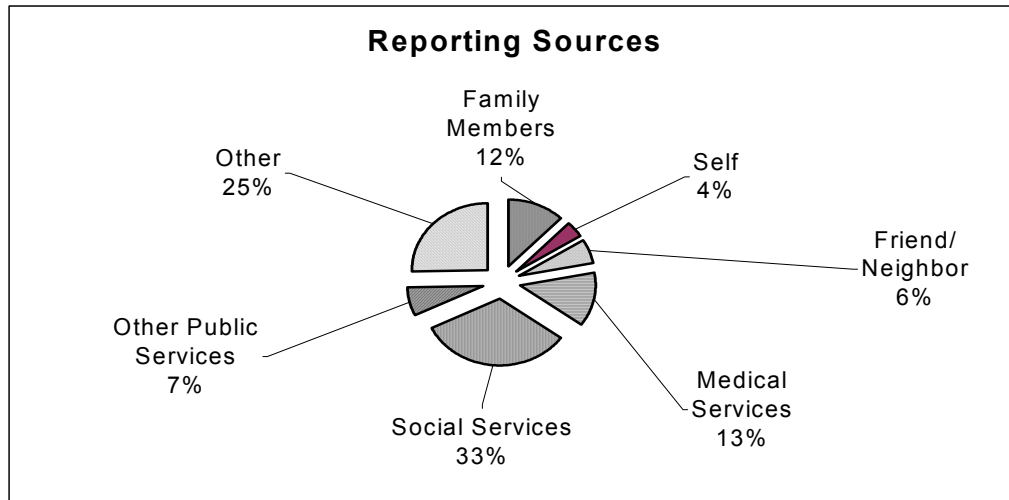
Chart 2 – Perpetrators



Reporting Sources

Reporting sources are persons or agencies that report alleged abuse, neglect or exploitation of incapacitated or vulnerable adults to APS. Social services comprise 33% of reporting sources. Other (law enforcement and/or anonymous) account for 25%, while medical services account for 13%. Family members are the fourth largest group of reporting sources at 12%.

Chart 3 – Reporting Sources



APS Client Demographics for SFY 2001

- 21% of APS clients are 18-59 years of age
- 57% are 60 years of age and older
- 22% of APS clients are 85 years of age and older
- 75% are Caucasian and 11% are Hispanic
- 63% of APS clients are female and 37% are male

Statewide Accomplishments

All APS Districts are involved in the Statewide Elder Abuse Task Force, under the auspices of the Attorney General's office. During SFY 2001, the Arizona APS program provided staff who served as "subject matter experts" in the development of an elder crime video. The video was planned, organized and

developed through the Arizona POST (AZ Peace Officers Standards and Training Board.) Participants in the AZ POST include APS, law enforcement, the County Attorney, Attorney General's Office, Alzheimer's Association and the Department of Health Services. The video "telecourse" is official certification for law enforcement personnel and is being used to train other entities. APS staff are also active in the Elder Issues Task Force convened by the Attorney General's Office and a member of a sub-committee, Licensure Group.

District Statistics and Accomplishments

District I incorporates Maricopa County, which includes the Phoenix urban and outlying rural areas. District I received 4,587 reports in SFY 2001, representing 45% of total reports. Of the reports, 3,547 resulted in field investigations. Abuse was alleged 1,024 times, neglect was alleged 2,325 times and exploitation was alleged 751 times. During SFY 2001, District I APS continued its involvement and on-going participation and coordination with community agencies and councils, as follows:

- worked closely with two hospital family practice programs and one geriatric fellowship program for the direct medical evaluation of clients' needs;
- conducted presentations on the roles & responsibilities of APS to Home Health Care agencies, nursing students, hospitals, nursing homes, behavioral health and Rotary & Optimists clubs; and
- partnered with the Maricopa County Attorney's office, representatives from law enforcement, medical, legal, Long-Term Care Ombudsmen and other social services providers in developing Elder Abuse and Exploitation protocol. APS, the Attorney General's office, Mesa Police Department, Maricopa County Sheriff's Department and the Region One Area Agency on Aging participated in the on-going pilot project, which is intended to develop a closer and more effective working relationship between the agencies. Statistics from this pilot project will be available in SFY 2002.

District II incorporates Pima County, which includes the Tucson urban and outlying rural areas. District II received 2,192 reports in SFY 2001, representing 21% of total reports. Of the reports, 1,759 resulted in field investigations. Abuse was alleged 359 times, neglect was alleged 1,181 times, and exploitation was alleged 519 times. During SFY 2001, District II APS continued its involvement and on-going participation and coordination with community agencies and councils, as follows:

- partnered with the DES Division of Developmental Disabilities Core Training program for staff in Pima County;
- maintained active involvement with the Pima Elder Abuse Criminal Investigation Task Force, which is sponsored by the Tucson Police Department and the Attorney General's office, and is working towards developing training for physicians and Emergency Medical Technicians in the area of recognizing, responding to and reporting Elder Abuse;
- provided field experiences for resident physicians in the geriatric rotation of the University of Arizona Family Practice Department;
- worked with the Attorney General's office and law enforcement to initiate the Pima County Death Review Committee (DART) to examine suspicious deaths of older persons;
- provided instrumental involvement in bringing exploitation perpetrators with multiple victims to the attention of law enforcement and regulatory agencies, involving the private bar in conducting an informational meeting for the victims and their families; and
- held a highly successful Older Americans Month celebration in May of 2001 involving residents, families and staff at an Assisted Living home.

District III contains four Northern Arizona Counties – Apache, Coconino, Navajo, Yavapai. District III received 909 reports of abuse, neglect and exploitation in SFY 2001, representing 9% of total reports. Of the reports, 769 resulted in field investigations. Abuse was alleged 176 times, neglect was alleged 543 times and exploitation was alleged 148 times. During SFY 2001, District III APS continued its involvement and on-going participation and coordination with community agencies and councils, as follows:

- continued involvement in providing consultation services to the Hopi Tribe, which is developing an Elder Protection Program in Apache County; and
- maintained membership on the Coconino County Response Team (CCRT), which is a partnership of county-wide agencies that work together to respond to domestic violence within the county.

District IV contains three western Arizona Counties - La Paz, Mohave, and Yuma. District IV received 1,136 reports of abuse, neglect and exploitation in SFY 2001, representing 11% of total reports. Of the reports, 983 resulted in field investigations. Abuse was alleged 182 times, neglect was alleged 704 times and exploitation was alleged 222 times. During SFY 2001, District IV APS continued their involvement and on-going participation and coordination with community agencies and councils, as follows:

- participated in the organization of an Elder Abuse investigation and prosecution seminar, which was a 2-day conference certified as an official law enforcement training; and
- sponsored a share fair for legislators, employees of social services agencies and clients, with the goal of sharing information about DES services.

District V is comprised of the two south central Arizona Counties - Gila and Pinal. District V APS received 592 reports alleging abuse, neglect and exploitation in SFY 2001, representing 6% of total reports. Of the reports, 489 resulted in field investigations. Abuse was alleged 108 times, neglect was alleged 355 times and exploitation was alleged 96 times. During SFY 2001, District V APS continued its involvement and on-going participation and coordination with community agencies and councils, as follows:

- received a distinguished service award from Attorney General Janet Napolitano in recognition of distinguished services to victims of crime, with the award presented at the 2001 Arizona Coalition for Victim Services Conference; and
- participated in many diversified community activities to promote and provide information on APS, with booths set up at the Globe-Miami Care Fair, Pinal County Fair, Senior Fair in Florence, the Senior Fair at the Central Arizona College and the Saddlebrook Health Fair.

District VI contains four southeastern Arizona Counties - Cochise, Graham, Greenlee and Santa Cruz. District VI APS received 827 reports of abuse, neglect and exploitation in SFY 2001, representing 8% of total reports. Of the reports, 729 resulted in field investigations. Abuse was alleged 125 times, neglect was alleged 553 times and exploitation was alleged 166 times. During SFY 2001, District VI APS continued their involvement and on-going participation and coordination with community agencies and councils, as follows:

- participated in the "Turning Point" forum, which is a community based conference to provide information about all social services in the area; and
- continued to act as gatekeeper for the voucher program, which provides vouchers for gas or food for people who are stranded or for transients, with funding provided by the ministerial association in Graham County.